



## **Frequently Asked Questions (FAQ) for CHAP Tax Credit Recompense**

### **1. WHY did I receive this mailing?**

- a. In an effort to ensure taxpayers are treated fairly and equitably, the Mayor and the City Council have approved the creation of a recompense program dealing with the CHAP Tax Credit. You have been identified as either a previous recipient of the tax credit OR one who may have a legitimate reason for benefitting from this recompense program.

### **2. WHAT is the CHAP Tax Credit Recompense?**

- a. The program seeks to remedy any inconsistencies in processing of the CHAP Tax Credit, and to ensure that taxpayers are treated in a fair and equitable manner. Inconsistencies in the processing of this tax credit may have resulted in some taxpayers being given an excessive credit OR given a credit that was too low. Adjustments have been made to subsequent tax bills to address the former situation and this program is meant to address the latter.

### **3. HOW do I know if this program applies to my situation?**

- a. Please review your July 2013 tax bill to see if the CHAP Tax Credit has been applied to it. Compare the amount applied on the bill to any correspondence you may have related to the initial receipt or calculation of that credit. If the amount of the credit applied to your tax bill does NOT reflect the amount provided to you, in writing, when the credit was granted, then please apply for this review before the July 15, 2014 deadline.

Please review any correspondence you may have related to the receipt or calculation of the CHAP Tax Credit. Does this documentation support the tax credit's application to your July 2013 tax bill? If so AND you did NOT have it applied to your tax bill then, please apply for this review before the July 15, 2014 deadline.

### **4. HOW do I apply for the recompense program?**

- a. Within the mailing you received, there are two (2) double-sided documents. The first of these is a letter from the Mayor and the second is an application form for the program with instructions on the reverse side.

Please completely fill out the application including signing and dating it. In filling out the application, FULLY describe your recompense request. If more space is required than the space provided in the application, please attach additional pages. Your request must make a case for compensation AND you must also document your request with evidence. Be certain to reference the appropriate supporting documentation AND include it as an attachment to your application.

Attach to the application a copy of 1) your July 2013 property tax bill; 2) CHAP Tax Credit acceptance notice from the State of Maryland Department of Assessments and Taxation; and 3) any other correspondence that supports your request OR which you reference in your request. No documentation will be returned so be sure to send copies. DO NOT SEND ANY ORIGINALS. Conversely, a failure to submit this documentation will result in delayed processing OR denial of the recompense request.

**5. WHERE do I send my application?**

- a. Please send the completed application along with documentation by mail or e-mail

<b>Mail to:</b>	<b>E-mail to:</b>
CHAP Tax Credit Recompense Billing Integrity Unit- Department of Finance 100 N Holliday Street Baltimore, MD 21202	Taxcredits@Baltimorecity.gov  E-mailed documents must be in PDF format. For security purposes, no other formats will be accepted

**6. WHEN do I need to apply?**

- a. Applications for the CHAP Tax Credit Recompense Program must be received on or before July 15, 2014.

**7. HOW will I know if my application is approved?**

- a. You will be notified once your recompense request has been processed and a decision reached. At the same time, you will receive a recompense request agreement form which must be signed and returned to the City in order to receive your compensation.

**8. IF I have additional questions regarding my situation OR the program as a whole?**

- a. Please e-mail your detailed questions to: [Taxcredits@Baltimorecity.gov](mailto:Taxcredits@Baltimorecity.gov). A lack of specificity regarding the property in question OR details regarding the situation will make it difficult to provide answers to your question. At a minimum, please include the property's address, block and lot numbers.

If you do NOT have an e-mail account, please provide your property and contact information to the Customer Service Representative along with your question(s). Providing this information upfront will permit your questions or issues to be researched before your receipt of a call from the Billing Integrity Unit.